

- C**onnect with the Resident
(refer to resident's life stories each time you talk to him/her)
- A**ssess Behavior
(ask yourself what a resident's behavior means)
- R**espond Appropriately
(try an approach you think will work best)
- E**valuate What Works
(look to see if resident responds positively)
- S**hare with the Team
(tell team members & family what worked)

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